

Management & Occupancy Review Timeline/Checklist

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|-----------------------------|--------------------------|---|--|
| | <input type="checkbox"/> | 22. Copies of brochures distributed to residents | |
| | <input type="checkbox"/> | 23. Information about topics discussed in tenant meetings | |
| Six Months Before Review | <input type="checkbox"/> | E. Leasing and Occupancy | |
| | <input type="checkbox"/> | 1. Copies of application | |
| | <input type="checkbox"/> | 2. Application Checklist | |
| | <input type="checkbox"/> | 3. Full application | |
| | <input type="checkbox"/> | 4. Pre-application if applicable | |
| | <input type="checkbox"/> | 5. Application in alternative format or language | |
| | <input type="checkbox"/> | 6. Copy of Policy for Appeal of Application Denial | |
| | <input type="checkbox"/> | 7. Copy of Rejection Letter | |
| | <input type="checkbox"/> | 8. Copy of Resident Selection Plan | |
| | <input type="checkbox"/> | 9. Resident Selection Plan Checklist | |
| | <input type="checkbox"/> | 10. Copy of HUD approved Affirmative Fair Housing Marketing Plan (AFHMP) | |
| | <input type="checkbox"/> | 11. Copies of advertising indicated in the plan | |
| | <input type="checkbox"/> | 12. All advertising should include the Fair Housing Logo (provide copy of advertising policy or copies of ads demonstrating compliance) | |
| | <input type="checkbox"/> | 13. Copies of Model Lease (if more than one model lease was used in the last year, include both versions) | |
| | <input type="checkbox"/> | 14. HUD/CA Approval for any lease changes | |
| | <input type="checkbox"/> | 15. Copies of alternative versions of the lease (alternative language, etc.) | |
| | <input type="checkbox"/> | 16. Copies of all Lease Addendums | |
| | <input type="checkbox"/> | 17. Copies of HUD/CA approval for lease addendums | |
| | <input type="checkbox"/> | 18. Copies of any additional lease agreements | |
| | <input type="checkbox"/> | 19. Copy of fee schedule | |
| | <input type="checkbox"/> | 20. Copies of HUD approval as indicated in Paragraph 6-25 | |
| | <input type="checkbox"/> | 21. Copy of Rent Collection Policy | |
| | <input type="checkbox"/> | 22. Copy of Late Fee Policy | |
| | <input type="checkbox"/> | 23. Copy of Sample Late Fee Notice | |
| | <input type="checkbox"/> | 24. Copy of Move-out inspection policy including provision explaining how damages are documented and charged | |
| | <input type="checkbox"/> | 25. Sample copy of executed MO inspection and Deposit Statement | |
| | <input type="checkbox"/> | 26. Copy of Eviction Policy | |
| | <input type="checkbox"/> | 27. Sample Notice of Material Lease Violation | |
| | <input type="checkbox"/> | 28. Sample Eviction Notice (must include appeal provision) | |
| | <input type="checkbox"/> | 29. Copy of Termination of Assistance Policy | |
| | <input type="checkbox"/> | 30. Sample Notice of Failure to Report | |
| | <input type="checkbox"/> | 31. Sample Notice of Over/Under Housed | |
| | <input type="checkbox"/> | 32. Sample Notice of Requirement to move from Accessible Unit | |

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| | <input type="checkbox"/> 33. Sample Notice of Termination of Assistance (must include appeal provision) <input type="checkbox"/> 34. Copy of TRACS Monitoring Policy <input type="checkbox"/> 35. Copy of File Security Policy including EIV Security Policy <input type="checkbox"/> 36. Copy of File Retention Policy | |
| Six Months Before Review | <input type="checkbox"/> F. Tenant Management Relations <input type="checkbox"/> 1. Copy of Incident/Grievance Policy <input type="checkbox"/> 2. Sample Response Letters – must include provision for appeal <input type="checkbox"/> 3. Information about any resident organization <input type="checkbox"/> 4. List of all services provided by property and all area service organizations <input type="checkbox"/> 5. All Service Coordinator information if applicable <input type="checkbox"/> 6. All Neighborhood Network information if applicable <input type="checkbox"/> 7. All information about renters insurance sold to residents through the management company if applicable | |
| Six Months Before Review | <input type="checkbox"/> G. General Management Practices <input type="checkbox"/> 1. Explanation of Policies used to implement HUD changes <input type="checkbox"/> 2. Copy of training policy <input type="checkbox"/> 3. Information about resident employment practices | |
| 60 Days Before Review | | |
| 60 Days Before Review | <input type="checkbox"/> H. General Appearance & Security <input type="checkbox"/> 1. Include reports of any criminal activity reported in the last year <input type="checkbox"/> 2. Include information about criminal prevention tasks if applicable <input type="checkbox"/> 3. Provide information about corrective action to reduce crime <input type="checkbox"/> 4. Provide information about special rent increases requested to pay for services to reduce criminal activity on the property | |
| 60 Days Before Review | <input type="checkbox"/> I. Follow-up and monitoring of Site Inspections <input type="checkbox"/> 1. Include a copy of the most recent REAC Inspection <input type="checkbox"/> 2. Include information about responses to EH&S issues <input type="checkbox"/> 3. Letter to HUD <input type="checkbox"/> 4. Documentation of correction (vendor invoice/work order) <input type="checkbox"/> 5. If no correction, document why and when corrections will be complete <input type="checkbox"/> 6. Provide list of REAC findings <input type="checkbox"/> 7. Provide documentation of corrections (work orders, etc.) <input type="checkbox"/> 8. If no correction, document why and when corrections will be complete | |
| 60 Days Before Review | <input type="checkbox"/> 1. Complete Part A of Addendum B <input type="checkbox"/> 2. Signed by OWNER (cannot be signed by agent unless there is a POA) | |
| 30 Days Before Review | | |
| 30 Days Before Review | <input type="checkbox"/> 1. Meet with Site Staff Re Preparation for MOR How to dress, How to act, what needs to be done to prepare, etc. | |

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| 30 Days Before Review | <input type="checkbox"/> | 2. Prepare Unit Inspection Notices for Residents | |
| 30 Days Before Review | <input type="checkbox"/> | 3. Complete the 9834, Section II | |
| 30 Days Before Review | <input type="checkbox"/> | J. Maintenance & Standard Operating Procedures | |
| | <input type="checkbox"/> | 1. Complete Make Ready Analysis (one month before MOR) | |
| | <input type="checkbox"/> | 2. Provide monthly Make-Ready reports if available | |
| | <input type="checkbox"/> | 3. Provide unit inventory document including list of appliances, date of purchase, manufacturer, model, serial numbers, warranty information | |
| | <input type="checkbox"/> | 4. If there are vacancy issues, document efforts to place residents in vacant units | |
| 30 Days Before Review | <input type="checkbox"/> | K. Leasing and Occupancy | |
| | <input type="checkbox"/> | 1. Resident Name, Unit Number of any Police/Security Resident if applicable | |
| | <input type="checkbox"/> | 2. Copy of HUD/CA Approval for over income officer if applicable | |
| | <input type="checkbox"/> | 3. Income Limit Compliance Report by Quarter (4) | |
| | <input type="checkbox"/> | 4. Document marketing efforts to attract Extremely Low Income Residents if Income Targeting Requirements are at risk. | |
| | <input type="checkbox"/> | 5. List of Residents who have received eviction notices and description of action | |
| | <input type="checkbox"/> | 6. Number of eviction attempts in last 12 months | |
| | <input type="checkbox"/> | 7. Number of successful evictions in last 12 months | |
| | <input type="checkbox"/> | 8. Eviction expenses | |
| | <input type="checkbox"/> | 9. Copy of monthly voucher audit showing TRACS cert queries | |
| | <input type="checkbox"/> | 10. Copy of "Certifications with Discrepancies" Report – document reason for any open errors | |
| | <input type="checkbox"/> | 11. EIV Income Discrepancy Report document reason for any open errors | |
| | <input type="checkbox"/> | 12. EIV Failed Verification Report - document reason for any open errors | |
| | <input type="checkbox"/> | 13. EIV Deceased Tenant Report | |
| | <input type="checkbox"/> | 14. Errors should be addressed and new updated information should be in the MOR Binder. Also, this information should be secured since information on these reports is sensitive. | |
| 30 Days Before Review | <input type="checkbox"/> | L. Tenant Management Relations | |
| | <input type="checkbox"/> | 1. Documentation of owner/agent participation in resident organization | |
| 30 Days Before Review | <input type="checkbox"/> | M. General Management Practices | |
| | <input type="checkbox"/> | 1. List of all complaints to CA/HUD with documentation of action and Resolution | |
| | <input type="checkbox"/> | 2. Policy Implementation Checklist | |
| 30 Days Before Review | <input type="checkbox"/> | N. Send Requested Forms to Reviewer | |
| | Day Before | | |
| Day Before | <input type="checkbox"/> | O. Remind Staff about MOR Meeting | |

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| Day Before | <input type="checkbox"/> | 1. Walk the property | |
| Day Before | <input type="checkbox"/> | P. Maintenance & Standard Operating Procedures <ol style="list-style-type: none"> 1. Provide Current Open Work Order Report 2. Number of work orders open for 1 to 3 days 3. Number of work orders open for 4 to 7 days 4. Number of work order open for more than 1 week 5. Provide a Vacancy Report showing Number of Vacant Units, Number Ready for 6. Occupancy and the Average Length of time for unit turnover | |
| Day Before | <input type="checkbox"/> | Q. Leasing and Occupancy <ol style="list-style-type: none"> 1. Copy of Waiting List 2. Waiting List Checklist 3. Breakdown of Applicants on Waiting List by Number of Bedrooms 4. Copy of training summary | |